

# MySchoolBucks Frequently Asked Questions

## How do I get started using MySchoolBucks to pay for school items?

1. If you currently use My SchoolBucks to pay for lunch for your student:
  - Use existing user ID and password to log into [MySchoolbucks.com](https://www.myschoolbucks.com)
2. If you have a school lunch account but have never purchased items for this student:
  - Use existing user ID and password to log into [MySchoolbucks.com](https://www.myschoolbucks.com)
  - Add student to your account by clicking on your name in the stop right hand corner
  - Select “My Students” and follow directions to add student
3. If you are a new user to My Schoolbucks:
  - Download the app or visit [MySchoolBucks.com](https://www.myschoolbucks.com) and click on “Sign-Up Today”
  - Create a user profile with your email address, establish a password, and set up your security questions.
  - Add student to your account using the student’s name, student ID number

## What do I do if I forgot my username or password?

Click on the link “Forgot username or password?” in the login box on the homepage. Enter in your username (in most cases, your email address) and select if you’d like to receive a text message or an email to reset your password. If you need further assistance, please call customer service at 855-832-5226

## MySchoolBucks is unable to locate my student. What should I do?

Check to make sure that the student’s name is spelled exactly as the district has it on file. Verify that the student ID has been entered correctly. Your student’s ID can usually be found on school documents such as a report card, registration paperwork, transcripts, ID card, etc. For security and confidentiality reasons, if you need further assistance with your student’s ID, you will need to contact your school or district office.

## Once logged in how do I purchase items on the school store?

Click on “School store” or the shopping cart icon. Browse to items. Choose from the selection of web tiles available for your student’s school. Complete the required information and add the item to your shopping cart. MySchoolBucks will guide you through the payment options available to you when you close out your cart.

## Is there a fee for using MySchoolBucks?

Signing up for MySchoolBucks is free. Lunch accounts are subject to a \$2.49 charge per transaction. Store accounts are subject to a 3.75% charge per transaction. Rather than paying a convenience fee each time you use MySchoolBucks, you have the option of signing up for an annual convenience fee savings pass through OnePay®. Additional Information on OnePay® is available by clicking on can be found at this link: [OnePay](#)

## When I make a payment, can I have a receipt emailed to me?

You can easily opt in to receive payment confirmation emails. This feature can be turned on in your account settings. Each time you make a payment, a receipt will be sent to the email address in your user profile. Payment history can be found by clicking on “My Order History”.

Additional Help can be found at: <https://www.myschoolbucks.com/ver2/help/gethelp>